



NASA Shared Services Center

Customer Focused

Ken Newton
Code OS



NSSC History

NASA Shared Services Center

- November 2001 – Ken Winter assigned to lead Consolidated Business Services (CBSO) Study (CBSO concept originated in Strategic Resources Review/Institutional Capabilities Working Group)
- March 2002 – Enterprise Council approved Consolidated Business Services Organization (CBSO) Study recommendation to implement a shared services center
- March 2002 – Consolidated Business Services: “A New Opportunity for Better Services” Report Released
- August 2002 – Jim Jennings assigned to lead NSSC Implementation Team; Mission - “To establish a consolidated shared services organization that will provide higher quality, more cost effective and efficient services for selected NASA business and technical services.”
- March - May 2003 – Executive Council approved NSSC Implementation Team recommended shared services center single-site approach, governance structure, and hiring of NSSC Executive Director and endorsed recommended functional activities for consolidation
- September 2003 – NSSC Implementation Plan Report Released
- October 2003 – NSSC Agency Transition Team activities and Public-Private Competitive Sourcing Activities commence (Competition Officials appointed)
- October 2003 – NSSC Site Nomination Process Initiated
- December 8, 2003 – Site Nomination Guidelines & Criteria Released
- December 12, 2003 – A-76 Public-Private Competition Public Announcement
- January 30, 2004 – Site Nomination Proposals received (GRC, JSC, KSC, LaRC, MSFC, SSC)
- February-March 2004 – Administrator/Deputy Administrator visit nominated host sites
- March 26, 2004 – NSSC Draft Performance Work Statement released for comment
- April 2004 – NSSC Site Nomination Evaluation Team submits “Report of Findings”



NASA Shared Services Center

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Mission Statement

To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services.”



NSSC activities to be Consolidated

NASA Shared Services Center

Human Resources	Procurement	Financial Management
<ul style="list-style-type: none"> ■ Personnel Program Support. ■ Employee Development and Training Support. ■ Employee Benefits and Services. ■ HR Information Systems and Report. ■ Personnel Action Processing & Recordkeeping. <p>(27% of HR FTEs)</p>	<ul style="list-style-type: none"> ■ Transactional Services (Grants, Cooperative Agreements & SBIR/ STTR Processing). ■ NSSC Major Contracting Operations. ■ Workforce Development and Management Operations. ■ Procurement Electronic Business Systems. <p>(15% of Procurement FTEs)</p>	<ul style="list-style-type: none"> ■ Accounts Payable (Payroll, Travel, Vendors) ■ Payment Certification ■ Accounts Receivable (Billing, Collection) ■ Payroll, Time & Attendance ■ Labor Distribution ■ Financial Reporting (General Ledger, Treasury 224, NF-1018's) ■ Reimbursable Accounting (Collections, Closeouts) ■ Internal Reviews for NSSC office. <p>(44% of FM FTEs)</p>
Information Technology		
<ul style="list-style-type: none"> ■ NSSC Web Applications, Local Intranet, Call Center (new) ■ ODIN Program Office (100%) ■ NASA'S Agency-wide IT Services (MSFC-based) (100%) - Virtual ■ IFM Competency Center Services (100%) – Virtual (FY07) 		



Services Migrating to the NSSC

NASA Shared Services Center

IFM Competency Center

1. Program Wide Support
2. Applications Function Support
3. Follow on Projects
4. Application Development Support
5. Application Operations Support

ODIN PM Services

1. Program Management
2. Contract Technical Management
3. Billing and Receipt of Services
4. Catalog Pricing Comparison
5. Infrastructure Upgrades

MSFC Agency Services

1. Data Center Services
2. WAN (NISN)
3. Application Services

NASA Data Center Services

NACC

- Mainframe System Operations
- Agency Oracle License

Citrix Services

- IFM Macintosh Support
- NASA Budget System & eBudget
- UUPIC

eSecureDocs

- Code V Services (eg. Prosight)

Other Midrange Computing

- ADE (IRIS, WIMS, NETS)



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MSFC Agency Services

1. Data Center Services
2. WAN (NISN)
3. Application Services

IT Security Services

IT Security Integration

Smartcard

IDMS

CIMS

NAMS

Agency Secure Perimeter

NCARS

IP/Domain Services

Wide Area Networking

NISN Services (data, video, voice)

Backbone Circuits (FTS)

Customer Funded Services

Mission Communications

Russia Services

WAN Upgrade

IMCC

Help Desk

Network and Systems Monitoring

Network Security

Digital TV



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MSFC Agency Services

1. Data Center Services
2. WAN (NISN)
3. Application Services

Other Agency-wide Applications

Site For Online Learning and Resources System (SOLAR)
Web Time and Attendance Distribution System (WebTADS)
Consolidated NASA Personnel/Payroll System (CNPPS)
NASA Acquisition Internet Service (NAIS) consists
of 14 applications

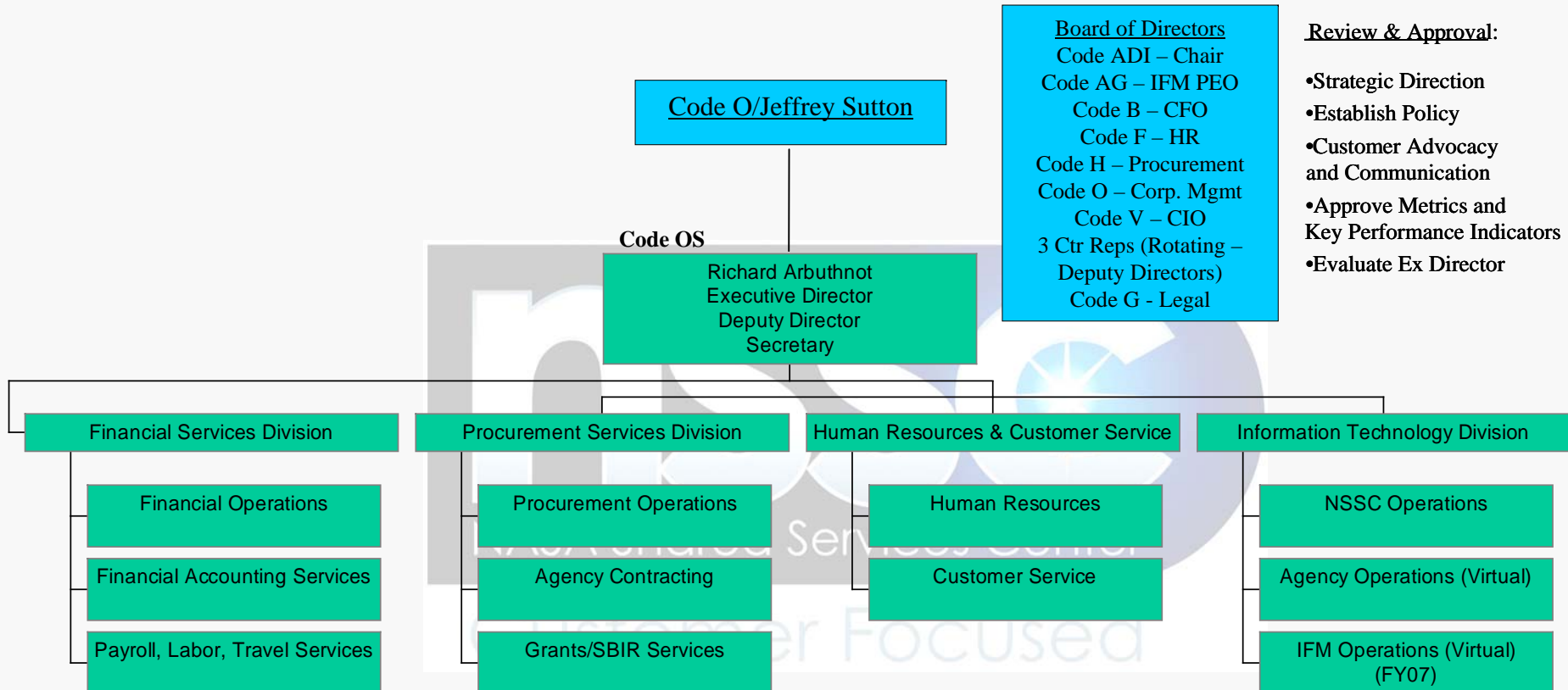
Sustaining Engineering Support for Agency-wide Applications Systems (SESAAS)

Acquisition Management System (AMS)
NASA Equipment Management System (NEMS) Central Database (CDB)
NASA Equipment Management System (NEMS)
NASA Online Supply Catalog (NOSC)
NASA Property Disposal System (NPDMS)
NASA Supply Management Systems (NSMS)
Administrative Schedule Tracking Access Report (AdminSTAR)
NASA Online Registration System (NORS)
NASA Personnel/Payroll System (NPPS)
NASA Training and Development System (NTDS)
Consolidated Agencywide Personnel/Payroll System (CAPPS)



Proposed NSSC Governance & Organizational Structure (Option 1)

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NSSC Next Steps

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- **NSSC Site Nomination Process Continues**
- **A76 Public-Private Competition**
 - ❑ Dec 12, 2003 – Public Announcement
 - ❑ June 2005 – Contract Award (18 Month Process)
- **NSSC Service Provider Phase-in – June 2005**
- **NSSC Operational – October 2005**
- **Phased Transition of Activities – October 2005 through October 2007**

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Additional Information

NASA Shared Services Center

NASA Shared Services Center

Website

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